

CHAPTER 15000 INFORMATION SYSTEMS STANDARDS

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15100 INTRODUCTION

- A. This chapter contains policies and procedures for the Case and Management Information System (CAMIS) and other electronic information systems used by Children's Administration (CA).
- B. These policies and procedures have been reviewed and endorsed by the CA management team.
- C. Each staff person in every office shall maintain a CAMIS manual, managers and supervisors are to ensure that all staff are aware of current policy and procedures.

15200 STANDARDS

15201 Referrals (3/1/99)

152011 Purpose

To establish a consistent statewide policy for handling intake referrals taken in one office that needs to be referred for disposition to another office.

152012 Procedure

- A. The office first contacted will take referrals from the person with the Child Protective Services (CPS) or Family Reconciliation Services (FRS) complaint or concern. If technically feasible, the intake worker may transfer the referrer to an intake worker in the office where the referral would be assigned while keeping the caller on the phone.
- B. The intake worker must complete a CAMIS Intake Referral, including completion of a statewide person search.
- C. The intake worker must make an immediate decision to refer directly to another office or to the worker's supervisor.
- D. If the original office decides to refer to another office, the sending office must:
 - 1. Call an intake worker in the office to which the referral is being referred. Upon confirming the names of the intake worker and supervisor and their worker ID numbers, the original intake worker or supervisor will advise the receiving office of the referral number and any other pertinent information regarding the referral.
 - 2. Record the receiving supervisor's ID in the "Ref Supvsr" blank on the referral in CAMIS.
 - 3. Use WRKRAS (Worker Assignment) or REFUP (Referral Update) to change the assigned worker to the receiving office's intake worker and close the original

worker's assignment.

4. Not FAX the referral to a non-secure fax machine in the receiving office nor print the referral to a printer in the receiving office.
- E. The receiving office intake worker will print out the Initial Referral Summary using REFSUMDR and initiate the appropriate response.
- F. The receiving office supervisor will review all Child Protective Services (CPS), Family Reconciliation Services (FRS), and Child Welfare Services (CWS) referrals and assign by using the REFREADY procedure.

15202 Case Assignment, Transfer, and Closure (3/1/99)

152021 Purpose

The purpose is to ensure consistency in CAMIS and to enable on-line tracking of case assignment and file location.

152022 Standard/Procedure

A. Referrals and Case Assignment

1. After a worker assignment is made for a referral, the supervisor or worker must record that assignment in CAMIS within five working days.
2. A referral is accepted and becomes a case when the referral meets one of the following criteria:
 - a. The Child Protective Services (CPS) referral passes the sufficiency screen.
 - b. A Family Reconciliation Services (FRS) intake request is accepted for services or the intake/assessment lasts more than 30 minutes.
 - c. A Child Welfare Services (CWS) referral for assessment or services is accepted.
 - d. A home study request is accepted.
 - e. A request for services for any of the other programs listed in section 15211, below, is accepted for assignment or assessment.
3. The referral will be related to an existing case number for the family, if one exists, or a new case number will be created.

B. Case Numbers

1. Family Cases

- a. Family case files will be issued case numbers in CAMIS with the last digit being a "0." Regions or offices may determine which case letter ("H," "L", or "D") they will use on the family service files. Documentation will be stored in the family case binder. Service Episode Record (SER) for the case must be recorded using the family case file number.
- b. It is not necessary to create a binder for an open case if there are no paper documents to file in the binder.

2. Cases Involving a Child in Placement or In-Home Dependency

- a. If any out-of-home placement occurs or a Dependency/Child in Need of Services (CHINS) petition is filed, a dash case number will be established in CAMIS for the child. Each child will have only one open case. Dash numbers for siblings will be issued in the order the children are placed. If an older sibling comes into care or has legal actions instituted at a later date, issue the next dash number in order. The letter used in the dash case number will be "D." There will be no dash "0" case numbers for child placement or Dependency/CHINS cases. The client/child and the "X" (reference person) shall be one and the same for the dash file. Placement and legal history as well as foster care, group care, and medical payment must be recorded in CAMIS using the dash case number.
- b. The local office opens a separate individual service record binder using the dash number only for children that are legally free, children placed in adoptive placement, or for a child whose case plan is distinctly different from the case plan for the child's siblings.

3. Cases Involving Teen Parent(s)

- a. For cases in which the parent is under the age of 18 and both the teen parent and his/her child are dependent a family case number will be issued in the teen parent's name. If the teen parent is in care or is involved in current Dependency/CHINS proceedings, the teen parent will have two case numbers in the teen parent's name; i.e., (1) a dash number case open for the teen being a child in placement and (2) a family case file with the teenager as the parent.)
- b. A dash file with the teen parent's family case number will be created for the child if the department has the legal authority to place the infant through a court order, Voluntary Placement Agreement (VPA), or if the child is under an in-home dependency. Note that a VPA is used only when the teen parent and the child are not placed in the same facility or

foster home. Lacking authority to place, the child of the teen parent would have no case number. With the authority to place, the child of the teen parent would have a dash number whether in the same home as their teen parent or in a separate placement.

C. Case Names

1. In order to provide consistency of the coding in CAMIS on referrals received and cases served by CA, staff will use the following definitions for case names.

TYPE OF CASE	CIRCUMSTANCES	CASE NAME
Family Case	Involves child who lives with both parents	Both parents. List the parent who is the primary caretaker first – if unknown, designate the mother
	Involves child whose parents are divorced/separated	Legal residential parent. If not established or if joint custody, then the parent who the child resides with the majority of the time.
	Involves child who was placed by parents (no DCFS involvement) with no legal transfer of custody	Parent who has legal custody
	Involves child whose legal custody has been given to someone other than a parent	The legal guardian
Child Case		Child's legal name
Facilities	Foster Family and Day Care home cases and Adoptive Home Applicants and Certified Adoption Homes	1. The provider 2. If two parent foster or adoptive home, list the foster or adoptive parent who is the primary caretaker first
	Child Placing Agency, Group Home, Day Care Center, Crisis Residential Center or other non-family type facility	Facility name

For facility records, on the Maintain Persons Related to a Case screen (CASERELS) in CAMIS, do not list any child in placement unless the foster parent is the child's legal guardian. Similarly, on DCFS client records, on the CASERELS screen, do not list any provider.

D. Case Transfers

1. Within a unit, the current social worker's assignment will be ended and the case reassigned in CAMIS to the new social worker. The reassignment on CAMIS will be recorded within five working days of the assignment.
2. Between units within an office, the current social worker's assignment will be ended and the case reassigned to the social worker's supervisor for review. Upon completion of supervisory review, the case will be reassigned to the new unit's supervisor. The receiving supervisor will then reassign the case to the new social worker.
3. With supervisory approval, a social worker in one unit may close their assignment and reassign directly to the receiving social worker. The reassignment on CAMIS will be recorded within five working days of the assignment.
4. For transfers between offices, not including Courtesy Supervision case assignments described in section 15213, the following steps will be followed:
 - a. The current social worker will complete the necessary documentation for transfer of the case. The current social worker will end their assignment and reassign the case to their supervisor for review.
 - b. The sending office will contact the receiving office by telephone or e-mail to notify responsible staff of the transfer and to obtain the Social Service Payment System (SSPS) ID of the receiving supervisor/social worker.
 - c. The sending supervisor's assignment will be ended and the case assigned to the receiving supervisor/social worker. The transfer of the case will be recorded in CAMIS and the record forwarded to the receiving office.
 - d. The receiving office will issue a new case number if a case number does not already exist in CAMIS and close the receiving supervisor's/social worker's assignment on the old case number. Only one dash case number shall be open for a child at any time.
5. Following receipt of a request from another office for transfer out of closed files, Master Files will record the transfer of the record and assign the case to the receiving supervisor in CAMIS. The receiving office will issue a new case number if a case number does not already exist in CAMIS and close the receiving supervisor's assignment on the old case number.

E. Retrieval of Records from Record Retention Center

1. If a record is retrieved from Records Retention Center (RRC), responsible staff in the requesting office must:

- a. Update the case status on the old case number to indicate the appropriate status (Open, Closed, or Transferred to another office);
 - b. Update the file folder status to indicate folder/binder location; and
 - c. Add a supervisor/worker assignment to show to whom the record was sent.
2. If an office other than the one that sent a record sent to RRC requests a record, the receiving office must:
 - a. Issue a new case number if a case number for the receiving office does not already exist in CAMIS; and
 - b. Close the receiving office's supervisor/worker assignment out on the old case number.

F. Inactive Status/Case Closure

1. The case status will remain open during the entire period in which the case is open for services to the family/child and while any additional documentation is being done on the case.
2. The specific criteria for closing cases for CPS, FRS, and CWS can be found in the Practices and procedures Guide under the following sections:
 - a. CPS-section 2700-2711
 - b. FRS-section 3800-3811
 - c. CWS-section 4700-4760
3. Cases remaining in Active Status: An active case is one in which the division is providing services to the family and/or child. Active cases will have the social worker assignment coded to match the definitions in section 15211.
4. Cases pending closure have Worker assignment Program Services Type "S-Services Inactive". The services are inactive whereas the worker may still be doing work on the case documentation, etc. A Services Inactive/Paperwork Pending (**S**) program assignment for a social worker or supervisor will be made if services to the family/child are ended but the social worker or supervisor has paperwork or documentation to complete on the case. Cases that no longer meet the requirements under # 3 above are to be designated inactive until case closure. The purpose of this worker assignment is to be able to track the workload involved in follow-up paperwork.
5. The social worker must complete all forms and narrative recordings within 90 days of a decision to terminate services and close a case. The supervisor must review both CAMIS and the folder for accuracy and completeness and

document the review in the CAMIS SER before closure or transfer to another service.

6. Case closing must be noted in CAMIS within two weeks of completion of all services, paperwork, and supervisory review.

15203 Development and/or Installation of PC and LAN Based Systems for Children's Administration (10/30/98)

152031 Purpose

- A. The purpose of this standard is to coordinate the development and/or installation of PC and LAN-based systems.
- B. It assures efforts are not duplicated, documentation standards are met for ease of replication of applications, and application installation is compatible with the entire system.

152032 Standard

- A. Development and installation of PC-based and LAN-based systems will be accomplished through coordination between individuals, sections, or regional developers and the Children's Administration Information Services Office.
- B. This standard applies to all development and installation efforts on CA hardware.

152033 Procedure

A. Procedure for New Application Development

1. When an individual determines the need for the development of a new application in the CA Information System, that person will submit a request to the person's Regional Administrator, DLR Regional Manager, HQ Division Director, as applicable, or designee, for approval. Local areas may wish to develop an approval process for routing before the request reaches the Regional Administrator. The request must contain:
 - a. The reason for the application;
 - b. Who will use the application;
 - c. If the individual wishes to develop the application; and
 - d. The contact person and that person's telephone number.
2. The applicable Regional Administrator, DLR Regional Manager, HQ Division Director, or designee, will approve or deny the request and notify the

requester. If approved, the approving authority will send the request to the CA Office of Information Services for assignment of an Information Technology (IT) coordinator.

3. Working with the requestor, the IT coordinator will:
 - a. Determine if such an application has been developed before and, if so, if it meets the requestor's needs;
 - b. Determine if the application is compatible with the overall system;
 - c. Determine the best support for the application;
 - d. Develop the application, working with the requestor and the program manager, provide assistance and assure that program standards are met; and
 - e. Oversee the installation of the application.

B. Procedure for Installation of an Existing Application

1. When an individual wants an application installed on CA Hardware, the person must make a request to the applicable Regional Administrator, DLR Regional Manager, or HQ Division Director, or designee. If the individual is already working with the CA Office of Information Services, this step is not required. The request must contain the items noted in A.1. above.
2. The applicable Regional Administrator, HQ Division Director, or DLR Regional Manager, or designee, will approve or deny the request. If approved, the approving authority will forward it to the CA Office of Information Services for analysis.
3. The CA Office of Information Services will review the application for compatibility with the CA system, duplication of other applications on the system, and any debugging that may be necessary. If the application passes these tests, Information Services staff will install the application. If it does not pass the tests, Information Services staff will notify the requestor and the applicable Regional Administrator, HQ Division Director, or DLR Regional Manager for next steps.
4. In coordination with the requestor, the CA Office of Information Services will:
 - a. Develop full technical documentation for installation of the application;
 - b. Install or provide assistance to the requestor for installation of the application;

- c. Assist in the development of training or other services necessary for use of the application;
- d. In coordination with the applicable Regional Administrator, HQ Division Director, or DLR Regional Manager and requestor, determine who will maintain the application.

C. Procedure for Revision/Updating of a System Currently in Place

- 1. When revising a current application, staff must submit a request, through the applicable Regional Administrator, DLR Regional Manager, or HQ Director, or designee, to the Chief, CA Office of Information Services, describing:
 - a. The nature of the needed revision;
 - b. The date by which the revision is required;
 - c. Whether the requestor would like to do the revision; and
 - d. The contact person for the revision and the person's telephone number.
- 2. The CA Office of Information will coordinate next steps with the requestor.

15204 CAMIS Administrative Files (11/15/00)

152041 Purpose

To establish a statewide policy for securing CAMIS files that require restricted access for the following categories of personnel and their families: Children's Administration (CA) staff; Economic Services Administration (ESA) Division of Child Care and Early Learning (DCCCEL); personnel covered by the Public Assistance Bargaining Agreement; High Profile Cases; and other defined circumstances.

152042 Standard

- A. An Administrative File must be created when personnel of Children's Administration, Division of Child Care and Early Learning or their family members are listed as:
 - 1. a subject, victim, or client in a CPS, FRS, CWS, or Home Study referral; or
 - 2. a client in a case.
- B. An Administrative File will be created upon verbal or written notice to the Children's Administration when personnel covered by the Public Assistance Bargaining Agreement or their family members are listed as:

1. a subject, victim or client in a CPS, FRS, CWS, or Home Study referral; or
2. a client in a case.

Notice of the request must be documented in the "Justification" portion of the Administrative File.

- C. Within the context of Administrative Files, DSHS must define "family" for Children's Administration personnel and personnel covered by the Public Assistance Bargaining Agreement as follows:
 1. Members of the household of any employee.
 2. Other relatives designated upon the written request of the employee, assigned social worker or client, with the approval of the DCFS Area Administrator, CA HQ Appointing Authority, DCCEL Field Manager or OFCL Licensing Regional Manager. The written permission must be included in the case binder or license folder.
- D. For all other DSHS employees, Administrative Files must be created for facility referrals/cases directly involving the employee as a subject of Child Abuse/Neglect.
- E. Legally Free Child's Case Record: Upon the Final Adoption Decree and archiving of a legally free child's case record, the child's pre-adoption record must be made administrative.
- F. High Profile Cases: The DCFS Regional Administrator, OFCL Licensing Regional Manager, DCCEL Field Manager or DLR Section Manager may designate that a case is an Administrative File.
- G. If an Intake Worker creates a referral which contains a person associated with an administrative file, the intake worker may have access to the referral for up to 72 hours or until the worker's assignment is closed, whichever comes first. This will allow completion of the referral.
 1. The Intake Supervisor will have access to the family history on the referral for 72 hours or until the supervisor's assignment is closed, whichever comes first.
 2. If access is needed beyond the 72 hours, the intake worker or their supervisor will follow the established procedures for gaining access to the administrative file.
- H. All Intake Supervisors and the CA Special Assistant will have unrestricted access to all administrative files, however they will be prevented from accessing an administrative file when they are listed as a client, subject, or victim.

- I. Any person, who has on-line access to CAMIS and also has been or is a licensed provider, must not have access to automated records pertaining to their facility or any client placed at that facility, past or present.
 - 1. A CAMIS user will not be allowed access to records if he or she is associated with the business ID for the license if the facility is a family facility (I.e. Foster Home, Private Agency Foster Home, Private Agency Foster Home – No Children's Administration Funds, Specialized Receiving Home, Receiving Home, Mini-Center or Family Day Care Home).
 - 2. If a CAMIS user for all other types of facilities has the role of Director or Owner, access will not be allowed.
 - 3. An individual CAMIS user may be denied access to a specific license record on a case by case basis, based on Appointing Authority, DCCEL or DLR director approval. The user may or may not have been associated with the license itself but the appointing authority, or director of DLR or DCCEL has determined there is a real, apparent, or potential conflict of interest per Administrative Policy 6.04.
- J. Files that are public record must remain public record ([RCW 42.17.250](#), [RCW 34.05.220](#), or [WAC 388-01-040](#))
- K. Any Administrative File for a person qualifying in sections II. A, B, D, F or G must retain this status through the established retention period for hard copy files. If the qualifying circumstances no longer exist, administrative file status may be discontinued. There will be a periodic review and purge not less than once annually.
- L. A DCFS Regional Administrator, CA HQ Appointing Authority, DCCEL Field Manager or DLR Regional Manager has final authority to resolve any disputes regarding administrative files.

152043 Procedure

- A. Referral and other information that is related to persons covered under this policy must be secured when discovered. Regional policy or the appointing authority for headquarters must define persons responsible for securing data.
- B. If a person is hired by Children's Administration or ESA/DCCEL, a person search through CAMIS must be made. If the employee or a family member is currently in the CAMIS system and falls under the criteria of section II, or is associated with a DLR or DCCEL license, the hiring supervisor must inform the employee that a file exists and has been secured.
- C. All Children's Administration employees must be designated as such in the person file of the CAMIS database for purposes of possible creation of Administrative Files. Other DSHS employees may contact the DCFS Regional Administrator to request that their names be entered into the person file of the CAMIS database and

designated as employees. Appointing authorities must identify the person responsible for data entry.

D. Justification Text:

1. The justification text must include an explanation as to why the file qualifies for Administrative Status. A print screen of the justification page is to be placed in the case or licensing binder.
2. For Administrative Files created under section II A, B, C, or D, the justification text must include the name of the employee, where s/he works, and reason for the file being made Administrative.

15205 Rescinded (11/30/96)

15206 Files for Legally Free Children (11/1/98)

152061 Purpose

To establish a consistent statewide policy for establishing CAMIS case files for Legally Free Children

152062 Standard/Procedure

- A. When any child becomes Legally Free, the child continues to use the same CAMIS Person ID and case number until the child is adopted. The assigned worker uses the child's dash case number to document all Service Episode Records (SER). The worker will store all paper documents received or created after the child becomes legally free in a binder using the dash case number. The worker will change the address of the child to the local DCFS office with responsibility for the child's case. See section 15212.
- B. The worker must not establish a case-to-case relationship between the child's pre-adoptive records and new adoptive records.
- C. The worker must not delete the child's pre-adoptive closed case relationship from the child's original family case file. This information may be useful involving future referrals concerning the child's family of origin.
- D. Upon the final Adoption Decree, the worker must close the child's dash case record. The worker establishes a new CAMIS person ID using the child's new legal name with **no** indication of the child's prior name. The worker establishes a new person-to-person relationship in the case relationship section of the adoptive family's case file.

- E. If the adoptive family continues to receive services or later returns for services, the worker will document services for the family (including the adoptive child) through the adoptive family's case file.

15207 Access to CAMIS (5/1/93)

152071 Purpose

The purpose is to establish who has access to CAMIS.

152072 Standard

- A. The only persons having authorized access to CAMIS are CA staff and volunteers and work/study students given access by their Regional Administrator, Director, or Office Chief; internal or external auditors for limited audit purposes; and those persons, on an individual basis, whose access has been approved by the Office of Information Services Manager. Access to CAMIS shall be given on a need-to-know basis.
- B. Other persons requesting CAMIS access may receive authorization only after their request is reviewed by the applicable Regional Administrator, Director, or Office Chief and approved by the Office of Information Services Manager.

152073 Procedure

- A. All persons who have access, pre-approved or granted by exception, shall receive basic CAMIS training and training in the specific applications they will use prior to their use of the system. Additionally they shall acknowledge in writing that they:
 - 1. Understand the department's requirement for protecting certain information.
 - 2. Understand the penalties and sanctions associated with unauthorized information disclosure.
 - 3. Have read and understand applicable department policies and procedures governing information security.
- B. Requests to give persons access shall be submitted to the Office of Information Services Manager and shall include:
 - 1. Person or persons desiring access.
 - 2. Agency for whom they work.
 - 3. Which modules are being requested and reason for needing access.
 - 4. Time-frame for which access is requested.

5. Systems to which access is requested (LAN, WAN, CAMIS, etc.).
 6. Cost associated with their access and agreement on who pays those costs.
- C. Requests may be submitted using the ISSD *Information Technology Service Request*, DSHS 17-015, or in memorandum format.
 - D. The Office of Information Services Manager, or designee, shall review the request with the CAMIS office and have authority to approve the request.
 - E. Computer Information Consultants (CIC) and/or LAN Administrators shall review who previously has been given access to CAMIS. If there are persons not in the approved category of users, requests for approval are to be submitted immediately.

15208 Social Service Payment System (11/8/94)

152081 Purpose

To establish consistent statewide practice regarding use of the Social Service Payment System (SSPS), which is the automated system used to authorize delivery and purchase of social services, collect program and federal statistical and management data, and initiate the payment process for purchased services.

152082 Procedure

The procedures to be followed are contained in Chapter 9000, section 9400, of this manual and the *CAMIS Users' Manual*.

15209 Network Equipment Relocation and Connections (3/1/95)

152091 Purpose

- A. To provide guidelines regarding the handling of network related computer equipment within offices of CA to:
 1. Assure networks continue to function properly.
 2. Minimize the number of system problems caused by users moving equipment and disturbing networks.
 3. Keep site documentation accurate.

152092 Applicability: To all CA Employees.

152093 Standard

- A. All computer equipment attached to a Local Area Network (LAN) or Wide Area Network (WAN) is part of that network. Only CA Information Services personnel may authorize a change to the configuration of those networks. To connect or disconnect any equipment from that network, including a PC or moving patch cables, is to alter the configuration of that network.
- B. All LAN and WAN related equipment will be maintained and handled by the regional CIC. The equipment will be purchased, installed, and serviced only under the direction and coordination of the regional CIC. Non-technical field staff are not authorized to disconnect, reconfigure, or move LAN and WAN equipment except under the coordination and direction of the regional CIC or the CIC's Information Services supervisor.

152094 Procedure

In the event that an office within a region would like to relocate a piece of equipment (i.e., computer, printer, etc.) or change the configuration of the office LAN in some way, responsible staff are to contact their regional CIC for approval and follow the procedures as outlined by their region.

15210 Storage of Confidential or Mission Critical Data (3/1/95)**152101 Purpose**

- A. To provide a policy for CA regarding the storage of confidential and mission critical data so that proper back-up may be made.
- B. Confidential information includes all personal information (e.g., name, birth date, SSN, etc.) and case data (e.g., case number, type, allegations, etc.) relating to CA clients.
- C. This policy is necessary to ensure that the administration is in compliance with the DSHS *Information Technology Security Manual*, Section 5.3.3.

152102 Applicability-This policy applies to all CA employees.**152103 Standard**

- A. Due to the critical and confidential nature of the data used by CA, it is necessary that all data files that contain confidential information or are mission critical in nature be stored on the network file server and not on local hard drives. This would include all information that might need to be accessed by a co-worker or supervisor in a staff person's absence.

- B. Each file server within an office will be set up with a directory structure that users may access for the storage of these files.
- C. A back-up shall be made regularly, using suitable back-up media, of the information on the network file server, and these files will be part of this back-up. The regional CIC will be responsible to ensure that a back-up of the file server is done at least on a weekly basis.

152104 Procedure

The file server directory structure for users to store their files will be set up by the regional CIC. The regional CIC will publish the necessary information needed for staff to be able to access and use the directory structure for this data.

15211 Program Code Definitions (11/1/98)

152111 Purpose

The purpose is to establish consistent Program Code definitions in CAMIS.

152112 Standard

- A. Program or Service/Activity Codes are entered in three different and unique places in CAMIS. There are Referral codes, Case codes, and File Folder codes. This standard specifically addresses referral codes and case codes.
- B. **Codes Used in Referrals**
 - a. C Child Protective Services
 - b. W Child Welfare Services
 - c. F Family Reconciliation Services
 - d. N Licensing Complaint (Non-CPS)
 - e. H Home Studies
- C. **Codes Used in Cases**
 - 1. **Program Codes**
 - a. C Child Protective Services
 - b. W Child Welfare Services
 - c. F Family Reconciliation Services

- d. D Teen Parent Day Care
- e. L Licensing
- f. A Adoptive Home Services

2. **Service or Activity Codes**

- a. H Home Study
- b. I Interstate Compact
- c. U Courtesy Supervision
- d. T Adoption Support
- e. S Service Inactive

D. The following definitions are to be used in determining which program codes are used in CAMIS for cases:

1. **C - Child Protective Services**-A case assignment would be coded **C** - CHILD PROTECTIVE SERVICES in the following circumstances:

- a. A referral is accepted for investigation. The case would be coded as CPS as long as the case is open for investigation, it has a service contract, or until dependency is established.
- b. Cases already open for **W** - Child Welfare Services would also be coded **C** - CPS while the new referral is being investigated.

2. **F - Family Reconciliation Services**

- a. A case assignment will be coded as F - FAMILY RECONCILIATION SERVICES for cases in which a referral or request for services has been accepted for assignment which meets the definition of FRS services in RCW.
- b. The maximum length of time a child/family would qualify for FRS is 90 days. For a case to continue as an FRS case beyond the 90 days, supervisory approval is necessary.
- c. If a Child in Need of Services (CHINS) petition is filed, the case will remain an FRS case until the CHINS is approved or denied.

3. **W - Child Welfare Services**-A case assignment will be coded **W** - CHILD WELFARE SERVICES when a case meets the following criteria:
 - a. A case that initiates as CPS and has had a Dependency established. The case remains as a CWS case until the Dependency is dismissed, including legally free children placed in pre-adoptive homes.
 - b. A case which initiates as FRS receiving continued services beyond the initial 90 days of FRS services or has had a CHINS approved by the court.
 - c. Any request for services, accepted for assignment, from a family for a child that does not fit into any of the other categories.
4. **D – Teen Parent Day Care**-A case open for the provision of Teen Parent Child Care only.
5. **I - Interstate Compact**-A case open for supervision of children from other states under the Interstate Compact on Placement of Children (ICPC).
6. **H - Home Study**-A case open for the purposes of assessing whether a placement resource is appropriate for a child. This code does not apply to Foster Care Home Studies or to Adoptive Home Studies.
7. **U - Courtesy Supervision**-A case in which the worker assigned is supervising the placement of a child from another office within the state. This case shall also be open in the sending office as a CPS, CWS, or FRS case.
8. **A - Adoptive Home Services**-A case which is open under the Adoption Services Program. This code is to be used for the prospective adoptive parent/s only. The child's case remains open as a CWS case. This includes the adoptive home study.
9. **T - Adoption Support**-This is only to be used by the state or regional Adoption Support program managers for cases involving children with approved adoption support subsidy agreements.
10. **L – Licensing**-This code is used for licensing and respite care provider cases only. This includes foster care home studies.
11. **S - Service Inactive**
 - a. This code is used to designate a case in which the worker has finished providing direct services, and the case is waiting for completion of paper work. Additionally, this code is used for supervisory review when the supervisor is reviewing the case pending closure. If the case is being transferred or reassigned, the appropriate program code for the type of program/services the case is receiving is used.

- b. Upon completion of direct services, the program code is closed and **S** - Service Inactive code is opened to the assigned worker or supervisor. This code is not opened unless the related direct service code is closed.

152113 Procedure

Upon initial case assignment or assignment of additional workers to a case, one of the above program codes is used.

15212 Residential Address for Children Served by Children's Administration (8/17/95)

152121 Purpose

The purpose is to establish a standard protocol for recording the address of children served by CA.

152122 Standard/Procedure

- A. For children served by CA, the following criteria will be used for establishing the residential address in their person record.
 - 1. Children who reside with parent or legal guardian: Use the parent or guardian's address.
 - 2. Children who are in the department's custody: Use the parent or guardian's address.
 - 3. Legally free child: Use the office address of the DCFS office responsible for supervising the child. Code this address as a mailing address. Do not use the pre-adoptive or foster parent's address as a residential address.
 - 4. If the child's parent or guardian is homeless, the street address may be listed as HOMELESS with the city and county showing where the family is normally found.
 - 5. Children who are in care will have their current whereabouts recorded in their placement record.

15213 Courtesy Supervision (11/1/98)

152131 Purpose

To establish uniform procedures for handling CA courtesy supervision cases.

152132 Standard

- A. Courtesy supervision is used when the child or family is already present in the area of the second office. If a potential placement is being investigated, a Home Study assignment is used.
- B. For courtesy supervision cases, the office with legal jurisdiction has responsibility for documentation and maintenance in CAMIS of all case information such as case status, addresses, and persons related to a case, and for all placement and legal history. The office providing courtesy supervision must indicate the existence and location of a courtesy supervision file and document the assigned social worker in CAMIS. Both offices will have responsibility for documentation of required Service Episode Records (SER) in CAMIS.

152133 Procedure

- A. CA staff must manage courtesy supervision cases in CAMIS in the following manner:
 - 1. The office with legal jurisdiction must:-
 - a. Create and maintain CAMIS case file(s), indicate case and file folder status, the program code of their assigned worker, default address, and the worker assignment (CASWRDAT) for their office.
 - b. Be responsible for the maintenance of all persons and person information of those individuals related to the case(s).
 - c. Enter all placement and legal history for all children.
 - d. Document required SER for all cases to which they apply.
 - 2. The office providing courtesy supervision must:
 - a. When the Home Study is requested for a non-custodial parent or non-guardian relative:
 - i. Create a referral for the family to be assessed using an "H" (Home Study) program code.
 - ii. Create a new case number and case file for the relative family using a case number from the office area where the relative resides. All CAMIS documentation and documents received regarding the relative will be filed under the relative's case number. The worker must not enter this information in the child file. The worker files a copy of the Home Study report in the child's binder.

- b. Using the same case number as the office with legal jurisdiction, indicate the existence of a courtesy supervision file folder, indicate the file name, and, in "location notes," the office providing courtesy supervision.
- c. Input the assigned courtesy supervision worker with the program code **U** for courtesy supervision, if or when the child is placed. Do not create a referral if Courtesy Supervision only is requested.
 - i. Create a physical file binder using the case number from the office with legal jurisdiction.
 - ii. Using the same case number(s) as the office with legal jurisdiction, document required Service Episode Records.
 - iii. Send the physical file to the originating office upon closing of the courtesy supervision case assignment.
- 3. If the originating office transfers jurisdiction to the office providing courtesy supervision, procedures for transfer of cases shall apply.

15214 Interstate Compact Cases/Referrals (11/1/98)

152141 Purpose

The purpose of this policy is to establish uniform procedures for documentation of Children's Administration Interstate Compact in CAMIS.

152142 Standard

- A. Interstate Compact on the Placement of Children (ICPC) cases involving children sent to another state must be considered CWS cases.
- B. Interstate Compact cases involving children who are placed in Washington from another state must be considered Interstate Compact.
- C. Interstate Compact requests for home studies must be considered Home Study cases until the child is placed in a Washington home.

152143 Procedure For Interstate Compact Cases

- A. Interstate Compact cases must be entered into the CAMIS data base in the following manner:
 - 1. The assigned social worker must document, update, and periodically review the status of children involved in Interstate Compact Cases using the CAMIS Interstate Compact Module.

2. CA designates cases for which home studies have been requested in Washington homes as "Home Study" program code **H**.
 - a If the request specifies a home study of a parent or guardian prior to placement of children, the worker need not include children.
 - b The CA office will give relatives for whom home studies are requested their own case number.
 - i. The social worker enters CAMIS documentation regarding the home study under the relative's case number and files hard copy information in the case binder.
 - ii. The social worker files a copy of the home study report in the child's case binder if the child is placed.
 - iii. The worker does not include the children to be placed in the relative's case file.
- B. Children placed in a Washington home from another state:
 1. Must be designated as "Interstate Compact" cases. The child(ren) will be added to the case file.
 - a. At the time of placement of a child with their parent or guardian, the child shall be included in the family's case file.
 - b. When the department places child(ren) in non-parent homes and non-guardianship relative homes, staff gives them their own independent dash case number (not a dash file number based on the relative's case number).
 - i. If a dash case number does not already exist for the child, staff creates a dash case number (CASSTART) with the next basic case number available for the office. Staff does not create a parent file (-0).
 - ii. CA staff creates a case to case relationship (CASCASCR) between the relative's case number and the child's case number in CAMIS.
 - iii. On the first screen of CASEUP3 of the child's case number, in the Notes, staff cross-references the child's case to the relative's case number. (Example: "See also 52D1111110 RelativeLastName, RelativeFirstName")
 - iv. The social worker must store documentation in the child's file.

2. Person information for the child(ren) in the legal module must include legal status of "dependent" and legal custody as "Other State."
 3. The social worker need not document placement and legal action history in CAMIS on these cases.
- C. For Interstate Compact cases involving children placed from Washington in another state, assigned CA staff must:
1. Designate as "Child Welfare Service" cases for the child(ren) placed under their case file number(s).
 2. Maintain all placement and legal history in CAMIS for these children.

15215 Usage of State-Owned Equipment at Home (3/10/95)

152151 Purpose

To provide a standard for CA regarding the use of state-owned computer hardware and software at home.

152152 Applicability-This policy applies to all CA employees.

152153 Standard

- A. CA employees may use state owned equipment at home with the approval of the DCFS Regional Administrator, DLR Regional Manager, Director, or Office Chief, as applicable.
- B. This authority may be delegated.
- C. State owned equipment must only be used for CA business.

152154 Procedure

- A. CA offices must establish procedures that include:
 1. If the equipment is to be used consistently at the employee's home more than two weeks, documentation to justify why the employee needs to have this equipment at home.
 2. A sign in/sign out sheet that includes a description of the item, state tag number, and a product serial number.
 3. A check in procedure, when the equipment is returned, which includes checking the hardware and software for computer viruses that may have been introduced while the equipment was outside the office.

4. Employees must follow standard security procedures while the equipment is in their possession; e.g., locking doors, locating equipment away from windows, and securing the terminal while unattended. Confidential data may not be retained at an employee's home or shared with family members or other visitors to the home.

15216 Standards for Input of Names (4/14/94)

152161 Purpose

To provide a consistent standard for the entry of names in CAMIS for persons, businesses, contracts, licenses, and providers; to improve search procedures; and to improve data integrity.

152162 Standard

The following standards shall be used when entering names in the CAMIS system:

- A. No spaces are to be used in names; e.g., McDonald and MacDonald, not Mc Donald and Mac Donald.
- B. The only punctuation to be used will be the hyphen, "-"; as in Jones-Borland. Periods, commas, apostrophes, etc., will not be used.
- C. Use full names when known and nicknames or alternate spellings as aliases; e.g., Elizabeth G Johnson, AKA: Beth Johnson, Liz Johnson.
- D. The middle initial or name will be entered in the correct data field only. It will not be entered in the data field provided for the person's first name.
- E. Titles such as Jr, Sr, II, III, Dr, etc., will be entered in "Title" data field. The only exception is if a first name is not known at the time of intake.
- F. No "unknown" names will be entered for any reason, either first, last, or first and last. If there are allegations regarding an unidentified person or persons, any and all identifying information shall be entered in the allegation text; e.g., "presumed mother locked two female children, 5 to 8 years old, in the car and went into the bar. License # ABC123." If persons are later identified, complete information will be entered at that time.
- G. Contract Names: When contracts are created, the business ID and provider number will be created in the same format (last name space first name space initial or title with no punctuation). Facilities may be abbreviated identically for business and provider IDs. Once the business or provider number is pulled into the contract, it can be typed over to reflect the desired name format for the person/contract.

- H. **Day Care and Foster Homes:** The licensee will be created in the licensing module following the same format as the provider file (last name space first name/spouse or other name). Each facility will have a business ID created at the time the license application is entered into CAMIS if one does not already exist. The female's name, if any, will be listed first; spouse or other name will be listed second. At the time the facility is licensed, the licenser will request an SSPS provider number using the above naming format. The provider number will be related to the existing business. See examples below.
- I. **Day Care Centers with Multiple Sites:** A license will be created for each site, each with a separate business ID. The business ID for each site will be related to the appropriate SSPS provider number.
- J. **Private Agency Foster Homes:** Private agency foster homes will be entered using the same naming format as for all other persons, business, licenses, contracts, and SSPS numbers (last name space female first name/male first name). Private agency foster homes will have business ID, license, and SSPS number, all listed the same. *The private agency foster home's address will be coded as the mailing address.* Under alternate name/address, type in the name and address of the agency that licensed them.
- K. **Examples of Name **Formats****
1. **Contracts**
- a. **Provider File:** Jones James A
Contract: James A Jones
DBA: Jones James A
- b. **Provider File:** NWYS/ASSESS/WHATCOM
Contract: Northwest Youth Services
DBA: NWYS/ASSESS/WHATCOM
- c. **Provider File:** NWYS/CRC/REGIONAL
Contract: Northwest Youth Services
DBA: NWYS/CRC/REGIONAL
- d. **Provider File:** Catholic Community Services
Contract: Catholic Community Services
DBA: CCS/SNO CNTY/CRISIS DC

2. Day Care and Foster Homes

- a. Provider File Smith Mary A
License: Smith Mary A
- b. Provider File: Smith Mary/John

License: Smith Mary/John
- c. Provider File: Smith Mary/Jones Barbara

License: Smith Mary/Jones Barbara

3. Day Care Centers with Multiple Sites:

- a. Provider File (UNYSIS): YMCA South County
Provider File (CAMIS/SBUS): YMCA S CNTY Main Site
 YMCA S CNTY Lynndale

License: YMCA S CNTY Main Site
 YMCA S CNTY Lynndale
- b. Provider File (UNYSIS): YMCA Clark County Daycare

Provider File (CAMIS/SBUS): YMCA Clark CNTY
 Hazel Dell
 YMCA Clark CNTY
 Cascade Park

License: YMCA Clark CNTY Hazel Dell
 YMCA Clark CNTY Cascade Park
- c. Provider File (UNYSIS): YMCA Yakima Daycare

Provider File (CAMIS/SBUS): YMCA Yakima Naches Ave
 YMCA Yakima Summitview

License: YMCA Yakima Naches Ave
 YMCA Yakima Summitview
- d. Provider File (UNYSIS): YMCA Spokane Daycare
Provider File (CAMIS/SBUS): YMCA Spokane (School Name 1)
 YMCA Spokane (School Name 2)
 YMCA Spokane (School Name 3)

License: YMCA Spokane (School Name 1)
 YMCA Spokane (School Name 2)
 YMCA Spokane (School Name 3)

15217 State Licensed Facilities/Persons (7/19/94)

152171 Purpose

- A. To establish consistent statewide policy regarding individuals or facilities licensed or certified by the Division of Licensed Resources (DLR) to provide care for children as required by chapter 74.15 RCW.
- B. These individuals or facilities shall have their current status documented, updated, and periodically reviewed within the CAMIS Licensing Module.

152172 Procedure

The procedures to be followed are contained within *A USER'S GUIDE TO THE CAMIS LICENSING MODULE*, and its subsequent revisions.

15218 Creating/Changing Log-in Id's For Users (3/1/00)

152181 Purpose

This standard provides procedure for Children's Administration (CA) staff regarding the creation of system user ID's in the CAMIS system, on the NT Domain, and for electronic mail for better security for systems and a more timely approach for assigning security.

152182 Standard

- A. CA will identify individuals who are authorized to create and delete user ID's for the various computer systems used within the administration. These systems are currently the Case and Management Information System (CAMIS), the Windows NT domain, MAPPER, and the Outlook electronic mail system. A user ID needs to be created in each of these systems in order for each user to access the information needed to perform his or her job functions.
- B. Security rights that allow a user to create system ID's shall be limited to a small number of staff.

152183 Procedure

- A. CA staff shall use the form *Information Systems Request Form for Children's Administration* to identify and authorize needed security. The individual(s) creating system user ID's need to have this information two weeks before a new employee begins work in order to have security in place before the employee's first day on the job.
- B. This form must be included in entrance and exit interviews, filled out by the Human Resource Consultant Assistant (HRCA) or the supervisor of the new employee, and faxed or mailed to CA headquarters and the local/regional Information Technology

Systems Specialist (ITSS) **one week prior** to the employee's first day and **no more than one week after** their last day of employment.

1. **Creating a user new to the Administration**

- a. At least two weeks before the employee's first day, a user ID needs to be created within the CAMIS system. This ID will be generated from CA headquarters. This will generate the seven character alphanumeric log-in ID that will be used with the other systems. The job classification/title and office information for the user is to be entered at the time this ID is created. If necessary, the user may need to have an SSPS worker number created at this time.
- b. If the user is hired into a new position, using the ID generated in CAMIS, a new user profile will need to be created in the NT Domain by a CA headquarters ITSS staff person and a user directory created. Within this profile, the user will be added to the groups needed for them to access necessary information and printing capabilities. This will give the user access to the Local Area Networks (LAN) and the mainframe where CAMIS resides.
- c. If the person is an intern or work study student, only three months' access will be given.
- d. If the user is in an existing position that has been vacated, any files not relating to this position should be removed from the fileserver by the region's or headquarters' ITSS or exiting employee's supervisor. Any files that are related to the position should be transferred to the new employee by the region's or headquarters or exiting employee's supervisor. Also using the ID generated in CAMIS, a new user ID will need to be created in the Outlook-MS Exchange e-mail system by the office's Outlook-MS Exchange domain administrator.
- e. If the user has another ID created by another agency, that ID must be used only if that ID is available in the CAMIS system.
- f. If the user needs security for specific CAMIS applications, the supervisor submits via memo the request for security and training to the regional CAMIS automation trainer.

2. **Moving a User Within the Administration From One Position to Another**

- a. Since the user should already have a CAMIS user ID and NT domain ID, CA Headquarters Help Desk staff needs to update the CAMIS and NT ID's by changing the office information. The NT ID information will be updated by the local/regional ITSS.

- b. An e-mail ID may need to be created if the user is moving to an office with a different e-mail domain.

3. Deleting a User From the Respective Systems

- a. **CAMIS** -- When a user leaves CA, the HRCA notifies the CA Help Desk and the local/regional ITSS within one week of the employee's departure.
 - i. The local/regional ITSS CA Technical Help Desk will update the CAMIS account information by putting a date in the *Inactiv Dt* field. This will trigger the events to remove access security and ensure the security integrity of the CAMIS system.
 - ii. The local/regional ITSS will transfer any mission critical files from the existing employee to the employee's supervisor (if necessary) and then delete the user's profile from the e-mail system and file server.
 - iii. If the person is remaining with the administration, the employee's CAMIS ID remains active.
- b. **NT Domain** -- When a user is leaving CA permanently, the NT domain ID is to be deleted. If the user is leaving the administration temporarily, the NT domain ID is to be deactivated until the user returns.
- c. **Outlook E-mail** -- The Outlook administrator also deletes the e-mail ID at this time.
- d. **Other Systems** -- When a user no longer needs access to other Information Services, the HRCA or supervisor notifies the Technical Help Desk ITSS, who will remove the user's access to those systems.

15219 Securing Unattended Computer Terminals (7/1/99)

152191 Purpose

- A. To provide a policy for CA regarding the securing of computer terminals that provides access to confidential and mission critical data.
- B. Confidential information includes all personal information (e.g., name, birth date, SSN, etc.) and case data (e.g., case number, type, allegations, etc.) relating to CA clients.
- C. This policy is necessary to ensure that the administration is in compliance with the DSHS *Information Technology Security Manual*, Section 6.3.2.

152192 Applicability

This policy applies to all CA employees working in CA offices or in homes.

152193 Standard

- A. Due to the critical and confidential nature of the data used by the Administration, it is necessary that all data files and information that are confidential or mission critical in nature are secure when staff leave their terminals unattended.
- B. Employees must log off from CAMIS if they do not intend to use CAMIS for documentation or review of data for any period in excess of 90 minutes. CAMIS will automatically log off any user who has remained "idle" in the system for longer than 90 minutes. The automatic log off is necessary to assure data security, to allow active workers freedom to access the system, and to keep the system cost efficient. System users creating or updating CAMIS records, reviewing existing records, and/or performing searches in the system will not be involuntarily logged off if they perform any of these activities at least once every 90 minutes.
- C. Employees who use computers that access the Local Area Network (LAN) must either log off of their terminals or lock their terminals with a password when they leave their terminals unattended.
- D. For instructions on how to log off of the system or lock the computer with a password, staff should contact their SHPM 2 – CAMIS trainer.
- E. Computer terminals within CA will not be set up to automatically enter the user ID and password into either the LAN or CAMIS system via a macro or program.

15220 Updates to CAMIS Files (11/30/95)

152201 Purpose

To ensure that CAMIS files represent the work of the person who originally entered it or the designated supervisor

152202 Applicability

Applies to all CA employees.

152203 Standards

All initial documentation in CAMIS shall remain a discrete representation of the information available at the time it was entered.

152204 Procedure

- A. No textual information shall be completed or edited after five working days of initial input. CAMIS text shall be updated by the person who created it or by the designated supervisor. A designee shall indicate for whom he or she is inputting the text.
- B. For licensing, case, referral, and facility complaint SERs, any new or corrected text information shall be documented in a **separate, subsequent SER**.
- C. For Risk Tags any changes to the risk tag shall be added below the original risk tag text. It shall be dated and the person making the addition shall sign by typing their name at the end.
- D. Summary assessment text corrections must be made within 5 days of the initial input. Any changes needing to be made subsequently will need to be recorded in a **new summary assessment**.

15221 Documentation of Legal Actions (11/30/95)**152211 Purpose**

- A. The purpose of this policy is to require the documentation in CAMIS of legal actions on behalf of children for whom CA has legal custody or is making payment.
- B. This policy also clarifies which legal actions must be documented.

152212 Standard

- A. **Information Which Must Be Recorded**-Legal actions must be recorded for all children for whom DCFS has legal custody or has filed a petition. There are five types of legal data that need to be recorded in CAMIS. These are:
 - 1. **Legal actions** are date specific and include all legal actions taken in regards to the child which establish custody, authority to place, legal status, or which meet review requirements.
 - 2. **Legal status** refers to the type of custody the department has for the child. Legal status will be derived from the legal actions entered. Dates will be defaulted according to the legal action dates entered (may be overridden).
 - 3. **Custody** refers to the agency(s) that has custody of the child. [If DCFS has no custody of the child (either alone or jointly), on-going legal actions need not be entered. Events may still be documented as DCFS may have payment responsibility.] Dates will be defaulted according to the legal action dates entered (may be overridden).

4. **Court of Jurisdiction** refers to the type of court in which the legal proceeding occurs (county/superior court, court of another state, or tribal court). If a tribal court has jurisdiction, the specific court is required to be documented.
 5. **Permanency Plan** must be documented within the first 60 days of placement. A primary permanency plan is required and an alternate plan is optional.
- B. **Timeliness for Data Entry**-Authority to place must be input prior to recording a placement in CAMIS. Ongoing legal actions must be documented in CAMIS within 14 days of receipt of the order.
- C. **Children for Whom DCFS Does Not Have Custody**-In legal actions, the worker must document custody. In placement the worker documents events in order for payment to be authorized. As CA does not have responsibility for these children but does make payment, there is no ongoing requirement to enter legal actions.

15222 Documenting the Placement of Children in the Legal Custody of Children's Administration (2/17/99)

152221 Purpose

To ensure consistency in the CAMIS system for documenting the whereabouts of children who are in the custody of Children's Administration (CA).

152222 Standard/Procedure

All children for whom CA has responsibility through a court order, protective custody, or Voluntary Placement Agreement (VPA) must have their whereabouts documented. This shall be done in the "Placement" module of CAMIS.

- A. **Requirements for Timeliness of Data Entry**-Children, upon initial removal from their parent's or guardian's physical custody, must have their placement documented within five days of placement. All other placement changes must be documented within 10 days of the change or the SSPS deadline, whichever comes first.
- B. **Documentation of Placement Episodes and Events**
1. Each episode of out-of-home placement will be documented by the entry of the Original Placement Date (OPD). Closure of the placement episode will be generated automatically when a placement event with a birth/adoptive parent is documented or a dependency guardianship order (as to both parents) or adoption finalization is documented in legal actions. The social worker or designee must do any other episode closure.

2. Each placement event will be documented in CAMIS. The moving of a child from one out-of-home placement to another out-of-home placement does not interrupt the placement episode.

C. Temporary Placements

1. A temporary placement is one that is not intended to interrupt the current placement event.
 - a. Examples include respite care; a child's hospitalization with intention to return to the prior placement; a child's running away with the intention of returning to the prior placement; a receiving care placement which may occur during a run if the intention is to return the child to the prior placement; or a detention placement with the intention to return to the prior placement.
 - b. It is also possible to place a child at home in a trial home visit without the intention of interrupting the placement episode. For example, the child has been in placement and is returned home for a short period waiting for a group care bed to become available or a child visits in the home of the parents for a period of time to prepare for a return to the parents' home.
2. All of these ☐ temporary" (**TMP**) placements are designated in CAMIS by marking a ☐Y☐ under the ☐TMP☐ column for that placement. Continued payment is allowed to both the placement from which the child was placed and to the temporary placement. Double payment is allowed for a period of up to 15 days without an exception to policy (DSHS 5-210).

D. In-Home Dependencies

1. In-home dependencies will be documented in both the placement and legal modules.
 - a. First, in the legal module, a permanency planning code of "**N**" (no plan: child placed with birth/adoptive parent) must be entered any time a child is placed with a birth/adoptive parent. This code must be used whether or not that parent has custody through a family court order.
 - b. In placement, the worker must update the address and list the primary caretaker. This will not open an episode; it will document the whereabouts of the child. Events not indicating a placement **may** be recorded here (they are not required), including respite, detention, hospital, Juvenile Rehabilitation Administration (JRA) placement, or runaway.
2. When a dependent child is returned home from a placement, the worker will document placement with a birth/adoptive parent (either custodial or non-

custodial). The worker will need to then update the primary caretaker and address.

3. Any time the child is placed with a birth/adoptive parent (“**BA**” or “**BN**” codes) from an out-of-home placement, the child’s episode will be closed with the reason defaulted as “returned to birth/adoptive parent.”

E. **Documentation of Family Structure**-When placing a child with a relative or court-ordered unlicensed placement, the worker must document the family structure. This will be done through creation of a business ID for the family in which family structure, primary caretaker, and address will be identified.

F. **Respite Care**

1. Respite care from a birth/adoptive parent’s home will not be opened as a placement episode **as long as** the department does not have custody of the child. If a voluntary placement consent has been taken, then placement episode must be opened as the department has assumed custody of the child.
2. When a child is placed in respite from an out-of-home placement, there is no state-wide requirement to document these temporary placements in the placement module.

G. **Situations When Payment Continues but the Episode Is Closed**-There are two situations in which the permanent plan is completed but payment remains open. These are:

1. **Guardianship**

- a. Entry of a legal action of dependency guardianship as to both parents derives closure of the placement episode as the permanent plan is established. The placement event remains open allowing for continued payment to dependency guardians and for services to the child. Those in guardianship status over 18 years of age with open events will have those events automatically terminated annually unless a voluntary consent is documented in legal actions.
- b. When a superior court guardianship (chapter 11.88 RCW) is established, the episode and event must be closed upon the date of the guardianship order. Dependency dismissal is also required and must be documented in the legal actions.

2. **Adoption**

- a. When an adoption finalization is documented in legal actions, this will derive the closure of the episode and event with the reason code of adoption.

- b. A dismissal of dependency must also be documented when entered in Juvenile Court. Payment may continue to the end of the month in which the adoption is finalized.

3. Child(ren) in Tribal or Private Agency Custody Only

- a. The placement episode record of a non-CA custody child(ren) must be opened and closed on the date of placement with a reason code of "TR," Washington State Transfer to Other Authority.
- b. The placement **event** remains open, and the appropriate entries are made in the legal module. See section 15221.

15223 Facility Complaints (2/1/98)

152231 Purpose

- A. To establish consistent statewide CAMIS standard regarding all referrals/complaints made about:
 - 1. Facilities licensed or certified, or facilities required to be licensed or certified, by the Division of Licensed Resources (DLR), or
 - 2. State regulated care facilities.

152232 Definition

- A. Facility Referral -- A referral received by Children's Administration (CA) regarding:
 - 1. A DSHS state regulated facility providing care to children that involves allegations of abuse/neglect; or
 - 2. A facility required to be licensed under chapter 74.12, 74.13, 74.15, or 34.04 RCW that involves possible licensing violations, or allegations of abuse/neglect at the facility or by the provider or a staff member.
- B. Facility Complaint Record – A CAMIS record that is created from a CAMIS Facility referral which is used to generate critical incident reports and track licensing issues, actions and resolutions.

152233 Standard

- A. Facility Referrals/Complaints shall be documented, investigated, updated with actions taken, and reviewed.
- B. Referral notification will be given to appropriate workers and managers. Critical incident reports and workload management reports will be produced.

- C. Investigations of referrals/complaints against CA licensed or state regulated care facilities for children shall coordinate with specific procedures detailed in the *CA Operations Manual*, chapter 5000, section 5100, CRITICAL INCIDENT MANAGEMENT, and section 5300, FACILITY INVESTIGATIONS.

152234 Procedure

The CAMIS procedures to be followed are contained within *Section XII Facility Complaint* of the *CAMIS Users Manual*, and its subsequent revisions.

A. Documentation

1. CA Intake social workers and licensers are responsible for ensuring that all documentation regarding facility referrals/complaints, including allegations, investigation and resolution of complaints, is completed in CAMIS, following procedures found in *Section XII Facility Complaint* of the *CAMIS Users Manual* and its subsequent revisions.
2. DLR/CPS Facility Investigators are responsible for ensuring that CPS Summary Assessments on facility complaints are completed in CAMIS, using the referral number, for accepted CPS referrals.

- B. **Primary Caretaker**-If the facility complaint referral is in regard to a child's former placement resource, the referral/complaint record will be created on the former placement provider.

1. The provider **must** be designated as the primary caretaker when recording a facility complaint regarding a family child care home or a family foster home.
2. A primary caretaker **must not** be designated when recording a facility complaint regarding any other type of facility; e. g., Child Placing Agency, Crisis Residential Center, Day Care Center, Day Treatment, Group Home, Juvenile Detention Center, Maternity Home, Mini-Center, Regional CRC, Special Programs, etc.

C. Deleting Complaint Records

1. In cases where a complaint record is incorrectly created for a facility, the complaint record may be deleted after supervisory review and management concurrence. This does not delete the referral. Examples of situations where a complaint record may need to be deleted include:
 - a. A facility that is not required to be licensed and is not a state regulated care facility;
 - b. A former staff member is involved in a referral not related to the facility;

- c. A licensee or staff member was involved in a referral where there are no licensing or child abuse/neglect issues concerning the facility or a facility's staff member.
- d. A referral shows licensing issues only because the people associated on the business record for a license inaccurately contains the name of a person who is identified as a victim or subject in the referral; e. g., a foster child is listed in the BUSRELS of a foster home and a report is received in which the child is listed as a victim or subject, but the alleged CA/N did not occur in any facility.

D. **Public Disclosure**-Licensing staff may release information regarding complaints on a licensed facility consistent with the *CA Operations Manual*, Chapter 13000, section 13700, RECORD ACCURACY, PRIVACY, AND DISCLOSURE.

15224 Internet Access (11/1/96)

152241 Purpose

The purpose is to provide a policy for CA regarding the use of the Internet, also known as the World Wide Web (WWW), for state business purposes.

152242 Applicability

This standard applies to all employees of CA working in CA offices or in homes using state resources for Internet access.

152243 Standard

- A. CA will provide access to some Internet sites through the administration's intra-net server. This should be sufficient access for the majority of the administration's staff. For those that need a greater ability to search for new resources, the Internet can be used by CA staff under the following governing factors:
 - 1. Staff are to limit their access to Internet sites that can provide resource information for CA business. CA staff may not access the Internet using state resources for buying or selling of personal items or for personal entertainment and/or business.
 - a. WAC 292-110-010, Use of State Resources, states in part:

"A state officer or employee may not make private use of state computers or other equipment to access computer networks or other databases including, but not limited to, electronic mail and electronic bulletin boards for personal use unrelated to an official business purpose."

- b. Inappropriate use of the Internet by CA staff may result in disciplinary action.
- 2. Access to the Internet using CA equipment will be randomly monitored. This will provide information as to what site was accessed by which computer.
- 3. Before downloading information from the Internet to the local network, staff will consult with their regional CIC to ensure there will not be a negative impact on the Local Area Network (LAN) or the file server.
- 4. Internet electronic mail is also available to all staff through the Outlook e-mail system. Internet mail is also to be used only for state business purposes. Internet e-mail provided to staff at work is not to be used for personal business.

15225 PURPOSE:

The purpose is to ensure consistency in the CAMIS system of documenting Service Episode Records (SERs) and to provide standards for the purpose of generating statistical reports of case contacts.

152251 Policy:

All Service Episode Records (SERs) will be completed in CAMIS, by the CA staff member who was involved, for all case events/activities within a reasonable time following the occurrence of the event/activity, except for SERs relating to the blood-borne pathogens protection plan (see Operations Manual, chapter 5000, section 5700). CA staff will create typed or handwritten SERs to document activities related to a client's HIV/AIDS and will maintain the SER in:

- A. A sealed envelope in section VIII Other of the DCFS binder; or
- B. Section F of the DLR license folder.

152253 Procedures:

- A. CA staff must complete the SER (narrative case recording) in CAMIS as soon as possible after an event, activity, or contact occurs to ensure accuracy of recording. In no case will the recording occur more than 30 calendar days from the date of the event or case activity except for the near-verbatim documentation of disclosure interviews as required by RCW 26.44.035. ("Written records involving child sexual abuse shall, at a minimum, be a near verbatim record for the disclosure interview. The near verbatim record shall be produced within fifteen calendar days of the disclosure interview, unless waived by management on a case-by-case basis.")
- B. CA staff shall use the CAMIS Service Episode Record to record activities and events related to referrals, cases, licenses, facility complaints, and persons. For additional details on timelines and format for DLR/CPS investigation SERs, see the

Child Abuse and Neglect Section Practice Guide: INVESTIGATING ABUSE AND NEGLECT IN STATE-REGULATED CARE.

- C. If the local office allows, based upon agreement between DCFS and/or DLR social work supervisors and clerical supervisors, clerical staff may input case activity information in the SER at the request of a social worker. The social worker must review the clerical staff's input and enter an SER to the effect that SER is accurate as written.
- D. Supervisors need to ensure that any significant activity on the part of the supervisor or management related to case activities is entered into the SER. This can be accomplished either by direct input by the supervisor, or with agreement by the social worker, entered by the social worker on behalf of the supervisor.
- E. DCFS staff must document all case activity in CAMIS. DCFS staff must relate the referral or case ID and the person IDs of children that are directly associated with the SER. Exceptions to this documentation are listed below.
 - 1. The SER is related **only** to the child(ren)'s person ID if:
 - a. The child is legally free; or
 - b. The child is in Dependency Guardianship status; or
 - c. The person is between 18 and 22 and is in an open placement episode and has signed a voluntary agreement for continued placement beyond the age of 18; or
 - d. The child is placed with someone other than the child's parent or guardian through the Interstate Compact Program (see CAMIS Policy 14 regarding documentation of child's custody).
 - 2. SERs on prospective Adoptive Parents must not use a child's person ID.
- F. SER recording will include the following:
 - 1. **When** – full dates (month/day/year and time) when the event occurred;
 - 2. **Who** – full names of persons present, identifying their roles in the case (e.g. "child's mother, Mary Smith," "child's therapist, Jane Doe," "Mary Smith's boyfriend, John Doe," etc.), with the exception of foster parents in a child's/family SER who will only be identified by first name or as "foster parent." The worker must not identify the foster parent with the foster parent's full name in a child's/family SER;
 - 3. **Where** – a description of where the event occurred (e.g. "Mary Smith's home," "Aberdeen DCFS Office");

4. **Why** – a description of the purpose of the event/contact, as appropriate;
 5. **What** – a behaviorally specific description of what occurred during the event/contact, as appropriate (e.g. "Mary Smith's breath smelled of alcohol");
 6. The worker's **assessment** of the event/contact may be included, together with the supporting facts or evidence that led to the assessment.
- G. CA staff can enter the SER into CAMIS either individually as each event occurs or enter it as a summary of events.
1. Individual event SER – A worker may document multiple SER activity types for an individual event. For example, a worker may make a single home visit on a CPS investigation and interview the child victims and the parent who is the alleged subject. The worker may write one SER for this contact and use all activity types such as (*Child – Initial Face to Face w/ Child, Parent – Bio/Adopt. or Guardian Initial Contact, and Contact – Subject Interview*).
 2. Summary of events SER – If a summary of multiple events is entered staff must include the same elements (*listed in III E above*) that would be in an individual entry. (e.g. "DCFS social worker, Sally Jones called the child's mother, Mary Smith four times this week on 4/1/97, 4/2/97, 4/3/97, and 4/4/97. No one answered the phone for any of the listed calls.")
 - a. A summary SER may be used to describe the same or different types of activities (e.g., multiple attempts to contact a parent can be summarized in one SER. A telephone contact with a therapist, a supervised visit, and an interview with a foster parent may also be documented in one SER.)
 - b. Separate SERs must be entered for different activities when those activities occur on different dates and documentation of the date of the different activities is critical. Activities that are bolded on the screen are those activities for which documentation of the exact date is critical. These activities require exact date documentation primarily for federal funding (targeted case management), tracking outcome measures, or DLR requirements.
 - c. A bolded activity can be combined in a single SER with another bolded activity *only* if they both occur on the same day.
 - d. Summary SERs that document activity that do not have a bolded activity may cover activities that occur over a period of up to 14 days.
- H. CA staff must convey respect for the subject(s) of the interviews and events in the content of the SER. Language used in SER describes events, sequences of events, and observations in a clear, objective, and behaviorally specific manner.

- I. CA staff do not have to print SERs and insert them in the service binder except as required for the purposes of public disclosure, legal discovery, archiving records, or when directed to do so by supervisory or administrative request or regional procedure.
- J. Staff will retain their handwritten notes on each investigative contact until the investigator has accurately entered documentation of the contact into the SER, at which point the investigator must discard the handwritten notes.
- K. Supervisory/Administrative Reviews: The supervisor shall record the monthly case reviews and include the actual date of the supervisory review with the Supervisory/Administrative Review activity.
- L. Child Protective Services cases:
 - 1. The CA staff member shall relate investigation SERs to the referral(s) being investigated.
 - 2. The Initial Face to Face contact with each child victim on referrals receiving the high standard of investigation shall be recorded with the *Child – Initial Face to Face w/ Child* activity type. The person ID(s) for the child(ren) contacted and the location of the interview shall be selected on the SER in CAMIS.
 - 3. Attempts to contact the child victim can be recorded with the *Child – Attempted Initial Face to Face* activity type. The person ID(s) for the child(ren) the CA staff attempted to contact shall be selected.
 - 4. If a supervisor issues a waiver for the initial face to face contact with a child victim on a referral receiving the high standard of investigation, the supervisor shall record the waiver with the *Extension Approval – Initial Face to Face Timeline Policy* activity type. The person ID(s) for the child(ren) shall be selected and related to the SER.
 - 5. Interviews with an alleged subject of Child Abuse/Neglect (an individual alleged to have abused or neglected a child) for the purposes of obtaining the individual's statement regarding the allegations shall be recorded with the *Contact – Subject Interview* activity type.
 - 6. Initial contacts with the child's parents/guardians as required by RCW 26.44.030 (10) shall be recorded with the *Parent – Bio/Adopt or Guardian – Initial Contact* activity type.
 - 7. The supervisor or Administrator, who reviews assessment findings, will document the review with the *Supervision/Administrative Review* activity type and relate the SER to the referral number.

8. The DCFS supervisor who reviews a case for the purpose of extending CPS beyond 90 days will document the review with the *Extension Approval – CPS 90-Day Policy* activity type.
 9. The DLR/CPS supervisor who reviews a referral for extending the DLR/CPS investigation beyond 45 days will document the review with the *Extension Approval – DLR/CPS 45-Day Policy* activity type.
- M. Cases involving children in placement (out-of-home placement episodes in licensed and unlicensed facilities) or In-Home Dependency are recorded as:
1. The face to face health and safety contact for children in out-of-home placement shall be recorded with the *Health and Safety Monitoring Visit (DCFS)* activity type. The person ID(s) for the child(ren) contacted and the location of the interview shall be selected on the SER in CAMIS.
 2. If a supervisor waives the face to face health and safety monitoring visit, the supervisor shall record the waiver with the *Extension Approval – Health and Safety Monitoring visit Policy* activity type. The person ID(s) for the child(ren) shall be selected and related to the SER.
 3. When documenting visits which occurred between parent/guardian and child, the child's person ID shall be selected and related to the SER. Use one of the following activity types to record these visits:
 - a. Visit – Supervised
 - b. Visit – Unsupervised
 4. If a written report has been received regarding a visitation, the worker shall, at a minimum, document the date of the visit and refer to the written report in the text of the SER.
 5. A scheduled visit which does not occur, between parent and child shall be recorded with the *Visit – Did Not Occur* activity type. The person ID(s) for the child(ren) shall be selected and related to the SER.
- N. Cases involving CPT, LICWAC/Tribal, Prognostic, or Permanency Planning Staffings:
1. When documenting the following type of staffings, the child(ren) person ID(s) for whom the staffing is held must be selected and related to the SER in CAMIS:
 - a. Child Protective Team Staffing (use *Staffing – CPT* activity type);
 - b. LICWAC or Tribal Staffing (use *Staffing – LICWAC/Tribal* activity type);

- c. Prognostic Staffing (use *Staffing – Prognostic / Pre-Passport / Permanency / Adoption* activity type); and
 - d. Permanency Planning Staffing (use *Staffing – Prognostic / Pre-Passport / Permanency / Adoption* activity type).
2. If a written report has been received regarding a staffing, the worker shall at a minimum document the date of the staffing and refer to the written report in the text of the SER.

O. License Cases

- 1. When documenting regulatory actions use one of the following activity types:
 - a. For an Administrative Approval use the *Regulatory – Administrative Approval* activity. The type of Administrative Approval, and the begin and end dates must be recorded in the license record. If the Administrative Approval is denied, record this date in the license record as well.
 - b. For a Waiver use the *Regulatory – Waiver* activity. The type of Waiver, and the begin and end dates must be recorded in the license record. If the Waiver is denied, record this date in the license record as well
 - c. For a Compliance Agreement use *Regulatory – Compliance Agreement*.
 - d. At the beginning of a denial, suspension, or revocation action use *Regulatory – Deny/Suspend/Revoke Action Begun*. For the activity date – record the date the denial, suspension, and/or revocation letter sent to the licensee.
 - e. When the Denial, Suspension, or Revocation proceeding is completed and a final decision is made, use *Regulatory – Deny/Suspend /Revoke Final Decision*. Record the date the decision was made, the revocation, denial, or suspension action was completed. Reasons may include the licensee did not appeal the decision by the deadline for the appeal to be filed, a settlement was reached, or the final administrative appeal decision was issued.
 - f. If a Stop Placement/No Referral is issued by Licensing use *Regulatory – Stop Placement/No Referral*.
 - g. When the decision is made to remove the Stop Placement/No Referral status use *Regulatory – Stop Placement Lifted*.
- 3. When documenting health and safety reviews/inspections for foster homes or regional facilities use one of the following activity types:

- a. Health and Safety Monitoring Visit (DLR);
 - b. Inspections – Comprehensive Health and Safety (DLR); and
 - c. Inspections – Quarterly Health and Safety.
- P. License staff member shall relate facility complaint SERs to the facility complaint ID. CAMIS will automatically relate the associated referral ID to the SER. If there is a license record associated with the facility complaint ID, CAMIS will relate the license record to the SERs as well.
- Q. Communication with Attorney General and County Prosecuting Attorneys:
- 1. All SERs regarding communication with the Office of the Attorney General, county prosecuting attorneys, or other department contracted attorneys representing the department shall be recorded with the Consult with AAG activity type.
 - 2. All printed copies of SERs regarding the communication with the AAG will be stored in the “Privileged Communication with AAG” section of the binder or the confidential section of the license file.
- R. Deleting Service Episode Records-An exact duplicate of another SER may be deleted:
- 1. The CA staff member who created the SER may delete the SER within the first seven calendar days of the creation of the SER.
 - 2. A locked SER record may be deleted after written notification to the worker and supervisory review. Upon written notification from a supervisor/manager to delete a SER, the region's Automation Trainer may delete the SER.
- S. Corrections and additions to an SER
- 1. If an error in the SER activity type occurred when the SER was created, the worker who created the SER may update the activity type.
 - 2. If an incorrect ID number is related to the SER, the worker who created the SER may make the correction. If the worker no longer has an active CAMIS user ID, the region's Trainer, with supervisor approval, may make the correction.
 - 3. The person who created the SER in CAMIS may correct the text of the SER within the first seven calendar days of the creation of the SER.
 - 4. Addenda to an SER are made in the following circumstances:

- a. Any individual not the creator of the SER may add information to the SER. The addendum may be created to correct information in the SER or add clarifying information.
- b. The creator of the SER may edit the SER within seven days of the creation of the SER. After seven days, the creator may add an addendum to correct information or clarify the SER.